

# Raising Concerns about Our Service

## Have a query or complaint?

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While we always try to get it right, sometimes this is not the case. So, if you have questions or a complaint about the service you have received, you can contact us. We will look into your concerns and get back to you.

## How do I send a complaint?

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As a first step, contact the staff member you have been dealing with and explain your concerns. That staff member will try to resolve the matter straight away. If they can't, they may refer your concerns to a member of our Management Team. You can also contact our Management Team yourself (refer to our website page, <https://chemsafety.co.nz/our-team/> for the list of Chemsafety staff).

Alternatively, you can write or email to us with the details of your complaint. Contact options:

By post: PO Box 8141, Riccarton, Christchurch 8440

By email: [info@chemsafety.co.nz](mailto:info@chemsafety.co.nz)

By phone: 03 366 3700 or 0800 366 370

Please provide a short, clear description of the reasons for your complaint together with any relevant or supporting documentation.

## Next Steps

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If you have sent us a complaint and given us an email address, we will send you an email confirming we have received your complaint. Otherwise we will write to you acknowledging your complaint.

We will record your complaint in our system and initiate an investigation to find the cause of the issue and possible solutions. We may contact you during the investigation process to gather more information, if it is necessary.

You should expect a final response from us within 1-3 weeks. If we need to take longer because, for example, we need to get additional information or it is a detailed matter, we will let you know.

## What should I do if I am not satisfied with the outcome of the complaint?

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You have the right to raise your concerns with the Ombudsman:

Office of the Ombudsman

Free phone: 0800 802 602

[www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)

[info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz)

PO Box 10152

Wellington 6143

The Ombudsman can consider complaints about the administrative acts and decisions of the state sector agencies. The Ombudsman will ask you if you have first tried to resolve the matter with us directly and will also consider whether you have any other remedy available. The Ombudsman may look into your complaint and make a recommendation to us regarding the concern you have raised.

If the issue is related to an IANZ accredited activity and you are not satisfied with the outcome of the complaint, you can contact IANZ directly through their webpage, [www.ianz.govt.nz/contact/](http://www.ianz.govt.nz/contact/).

## Revision History

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<b>Version # &amp; Date</b>	<b>Details of Changes from Previous Version</b>
v1.0 - Nov 2018	Document created
v1.1 – 24 Jul 2019	“How do I send a complaint?” section was modified and the Chemsafety website list added. “Next steps” section was updated to represent better our internal process of how we deal with complaints. IANZ contact added for cases the customer is not satisfied with the outcomes.
v1.2 – 08 Jul 2024	Chemsafety website was updated